



Salary Payment Process Orchestration

Case Study

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Luxembourg insurance company chooses PRESTO P-D-C-A

Since July of 2021 we have been working with an up-and-coming pan-European insurance company headquartered in Luxembourg in the assistance of putting a sustainable digital structure to their newly established Project Management and Process Orchestration Governance Program. By way of our enterprise business management software-as-a-service solution PRESTO P-D-C-A, we are delighted to report ongoing achievements in multiple areas of operational excellence and digital transformation innovation that our teams have jointly brought to market since our successful product launch in 2021.

This presentation is dedicated to the proof-of-concept exercise conducted in July of 2022 within the Human Resources Department and under the guidance of Pricewaterhouse Coopers of Luxembourg



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About Our Client

Our client ranks as one of the largest and most successful insurance and reinsurance businesses operating in Luxembourg today. Comprising a direct insurer, and a reinsurer, our client is ideally structured to offer a complete insurance and reinsurance for a wide range of risk exposures and business activities across the globe



\$43,3M

2020 Earnings before tax



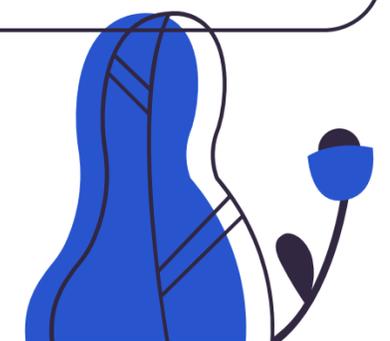
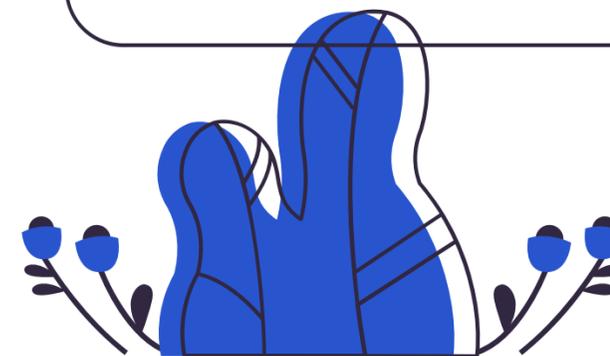
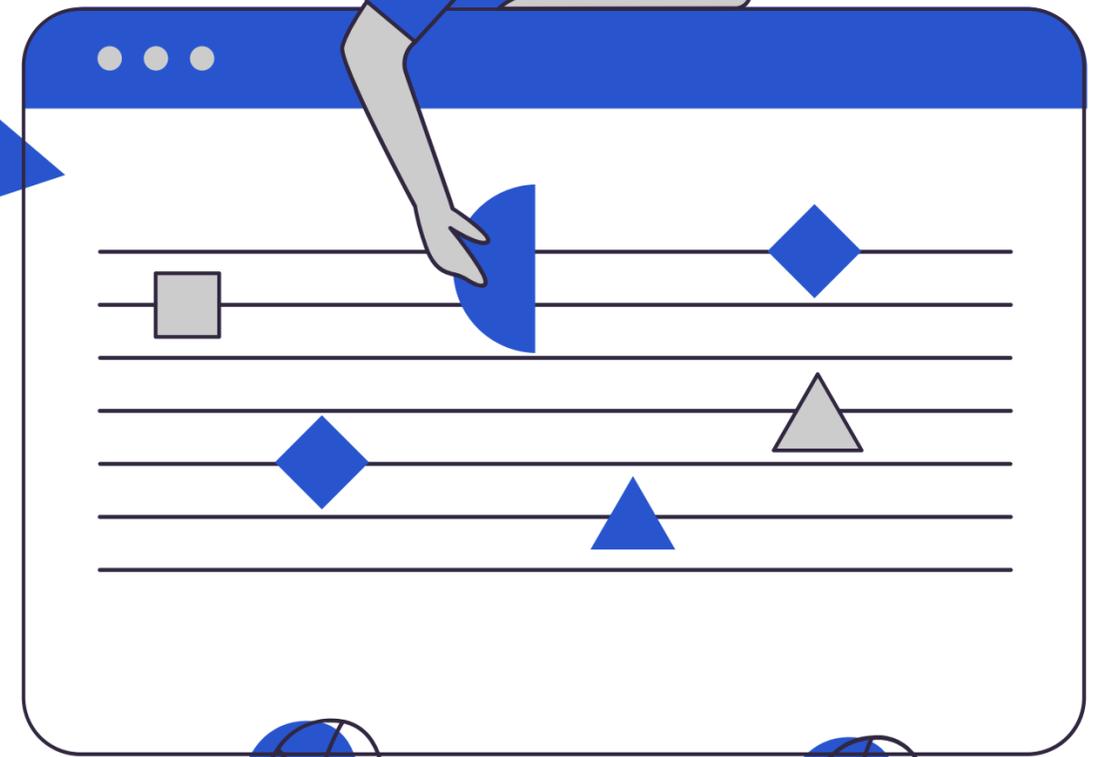
3 Global territories covered

Including mainland Europe & the UK, North America and Australasia



\$2,8 B

Cumulative earned premium since 2000





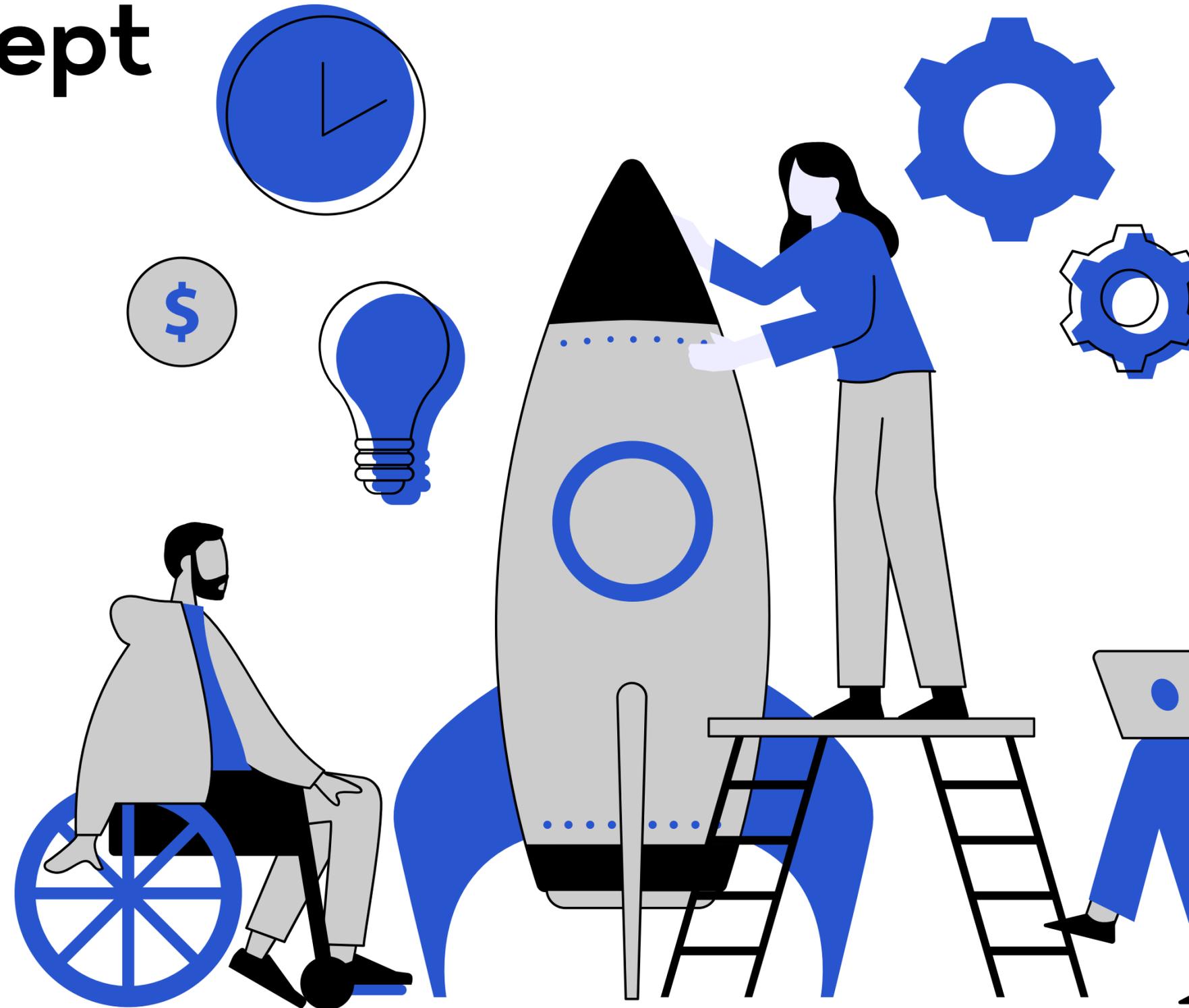
The Proof-of-Concept

Vision

Being a process-focused organisation, flexibility and out-of-the-box thinking were core principles when agreeing the first process orchestration test pilot's core objectives and approach

Mission

- 01 Assess product usability together with the Human Resources Department in managing the 7-phase process workflow of their monthly salary payment process
- 02 Architect a long-term support model by the identification of product enhancement opportunities that enhance the monthly reporting package
- 03 Bring continuous improvement & innovation awareness to staff by way of an robust training program supported by a tailored online training showroom



Meet The Team



Roland
Deputy COO & Project Sponsor



Frédéric
PMO Team Lead



Sandrine
Director of Human Resources



Giacomo
Lead Consultant
(Pricewaterhouse Coopers)



Michael
PRESTO Product Champion
(TOPP Tactical Intelligence)

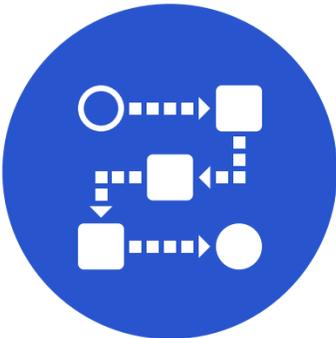
Achievement

The proof-of-concept was conducted over a 4-week period within the Human Resources Department under the supervision of the client's Project Management Office (PMO). In addition to testing software usability and functionality, the team collectively identified a rich portfolio of product enhancement opportunities that resulted in the launch of an additional enterprise-wide continuous improvement product development initiative



Human Resources

2 members of the Human Resources Department were trained in two 1-hour sessions to use the PRESTO Process Management module to carry out process management activities



End-to-end process delivery

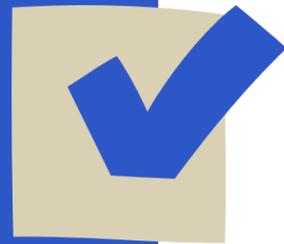
The salary payment process, a monthly process consisting of 7 critical phases and 38 process steps (controls) was supported with PRESTO's automated workflow



Training Excellence

To enhance the user experience the team was provided with an online training showroom complete with step-by-step videos for software usage and explanations of the benefits of standard work automation

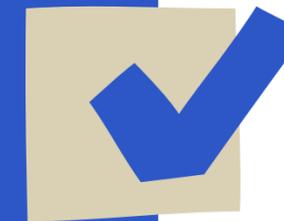
Key functions used



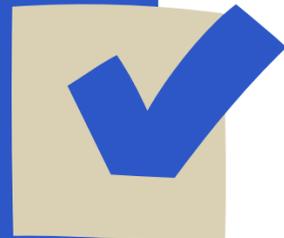
RACI ownership allocation



Attachments & document mgmt



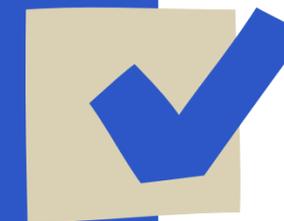
Customised phase tracking



Task list & task type allocation



Alert & e-mail notifications



Comments, notes & messaging

The screenshot displays a project management interface for a task titled "Salary payment for month: July 2022" (ID: 9043). The task is currently in the "PAY SALARIES" phase, which is highlighted in green. The overall status is "On going".

Task List:

- Closing process (100% complete):**
 - Reception of closing documents (SQ,LM)
 - Sign and save the "Déclaration impôts" for all companies in Accounting folder. (LM,SQ)
 - Send all IC's (Inputation comptables) to the Head of Accounting (Gaëtan). (SQ,LM)
 - Receive data (GS)
- Invoicing (0% complete):**
 - Send Invoice (SDW)
 - Receive invoice (or credit note) (SQ,LM)
 - Request Credit Note (LM,SQ)
 - Generate Credit Note (SDW)
 - Review, sign and save file in shared accounting folder (LM,SQ)
 - Receive and pay invoice (JT)

Task Allocation (RACI):

- R (Responsible):** [User 1], [User 2]
- A (Approver):** [User 3]
- C (Consulted):** [User 4]
- I (Informed):** [User 5], [User 6]

Timeline:

- Planned start: Thu, 21 Jul 2022
- Planned finish: Sat, 20 Aug 2022
- Actual start: Thu, 21 Jul 2022
- Actual finish: Unset

Additional Features: Attachments, Calendar, Roles & costs, Add checklist, Project governance, Gantt chart.

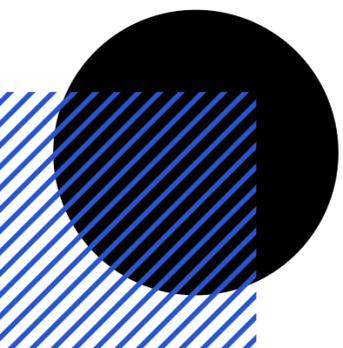
Footer: As of: Tue, 26 Jul 2022 By LM

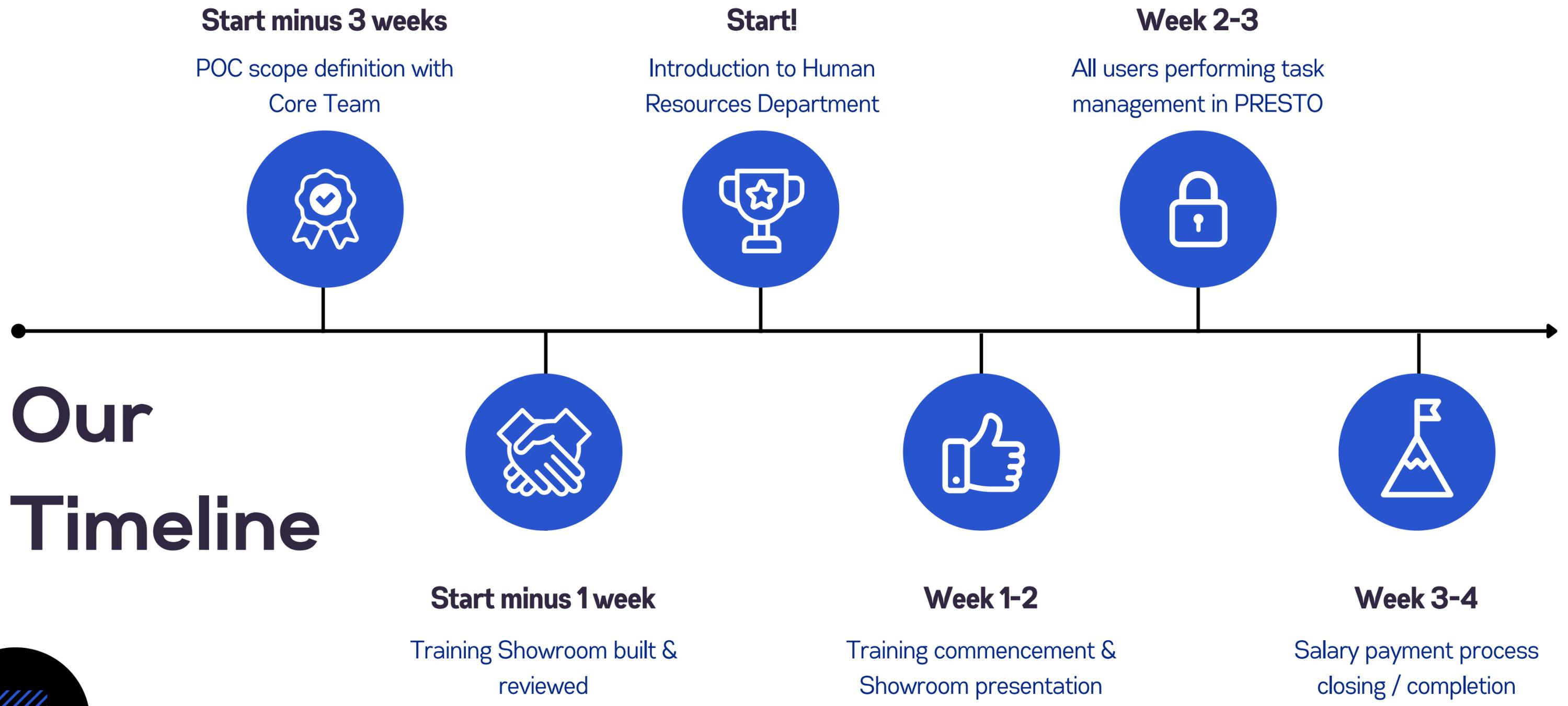
Training & Learning



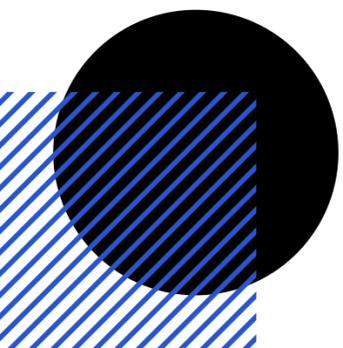
Lift-off in only 2 workshops!

By way of the online training showrooms designed and tested by the core project team, two work sessions were all that was needed to train the Human Resources Department to be completely independent using PRESTO's interface





Our Timeline





Looking to become more efficient?



Contact Us

We are a London-based software company founded in 2015 and the makers of PRESTO Continuous Improvement software-as-a-service. PRESTO CI an all-in-one business management platform used by growth-focused companies in the US, Europe, Africa, the Middle East and Latin America.



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Thanks

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